

DEPARTMENT OF SOCIAL SERVICES
744 P Street, Sacramento, CA 95814
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May 1, 1979

ALL-COUNTY LETTER NO. 79-26

TO: ALL COUNTY WELFARE DIRECTORS

SUBJECT: QUESTIONNAIRE ON RELATIONSHIPS BETWEEN COUNTY WELFARE DEPARTMENTS
AND AREA AGENCIES ON AGING - FINDINGS

REFERENCE:

The purpose of this letter is to provide you with descriptive information on the findings of the questionnaire on "Relationships Between County Welfare Departments and Area Agencies on Aging". An All-County Letter No. 78-41 dated September 19, 1978 was sent to you with the above questionnaire attached to be completed and returned. Fifty-one counties returned the questionnaire.

Most of the questionnaires were thoroughly done, providing a fairly good overview of programs and services available to the elderly. A few were partially completed, while several provided no information because of a lack of resources or knowledge of services available.

There are Area Agencies on Aging (AAA) in eighteen of the twenty-six Planning and Service Areas (geographic units) under the California Department of Aging (CDA). In general, an AAA is charged with developing an area plan for its Planning and Service Area that will promote a comprehensive and coordinated system of services to the elderly. The eight Planning and Service Areas that are not served by AAAs are known as Direct Service Areas. Services to the elderly in Direct Service Areas are provided by direct grants from the Department of Aging to local service organizations to provide service to the aged.

Major findings of the returned questionnaires are:

1. Five counties have a written agreement with the local, respective AAA. Activities and coordination in these counties appear more concentrated, although larger metropolitan areas, such as Los Angeles and Santa Clara, are heavily involved.
2. AAAs contract directly with service provider organizations, or with single or multi-county Commissions on Aging which in turn contract with service providers.

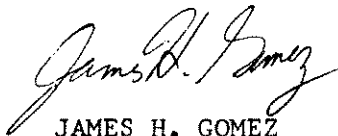
3. In AAA multi-county areas, there appear wide variation in communication between the AAAs and County Welfare Departments. Some County Welfare Departments describe good communication and are aware of services contracted by AAAs, and others have very limited or no awareness of contracted services.
4. The Direct Service Areas, those areas which are mostly remote and are less populous, have some County Welfare Department involvement through social worker visits to provider sites or as members on Commissions on Aging. In the less populated counties, if there is contact between County Welfare Departments and Direct Service Areas, it is by telephone and on an informal basis, or there is none at all. Several of these counties are unaware of any services.
5. A major portion of the County Welfare Departments request increased communication with AAAs for better coordination of services, and also more visibility of AAA staff and programs.
6. Throughout the responses, client needs were specified: transportation (most frequently mentioned), more and better outreach, meals on wheels, rural health care, housing and friendly visiting.

We will be working with the Department of Aging to coordinate these findings. We intend to develop an action plan for an improved coordinated service system.

Your cooperation and assistance in completing the questionnaire is greatly appreciated and provides the information we need to proceed.

If you have any questions, please contact Lucille Toscano, Adult Protective/ Supportive Services Bureau, 744 P Street, Room 541, Sacramento, California 95814.

Sincerely,



JAMES H. GOMEZ
Deputy Director

cc: CWDA